

# Wallacetown Community Survey

A row of colorful park benches in yellow, red, blue, and green, set against a blue sky with clouds and a fence in the background.

**Key Findings – October 2021**

## **Overview and Methodology**

This report summarises data collected from a short survey conducted in Wallacetown. The community is located close to Ayr town centre in South Ayrshire and consists of around 1000 households. The voluntary survey was developed to start a conversation with people living, working and visiting Wallacetown and the findings will be used to guide action, ensure that it is focused in the right direction, and make lasting change in Wallacetown.

### Methodology

The survey was administered through a variety of platforms and data was collected between May 2021 and July 2021. The link to complete the survey was shared both online and in the media, and the majority of responses were collected during “Street Weeks” sessions. These sessions involved a group of service providers from Wallacetown going door-to-door to speak with local people and capturing their views. The survey questions were developed to capture both the positives and negatives of life in Wallacetown and to help to set priorities for action. The majority of the 418 people who completed the survey were residents living in the community (85%) who were female (55%) and over the age of 18 (98.5%). More detailed information on both the survey locations and the demographic profile of the participants and can be found in Appendix 2.

This report summarises the percentage of participants who selected each response for individual questions. In addition, several of the questions within the survey were open-ended and invited participants to provide free text responses. This was to ensure that the survey was not overly prescriptive and that we were able to capture the wide-ranging views and voices of those connected to Wallacetown. Where free text responses were provided, content analysis was used to organise the data and to identify common themes. Extracts from participant’s responses will be provided throughout to illustrate these themes and to reinforce the key findings of the survey. An exhaustive list will be provided in Appendix 3.

## Results

### 1. What is good about Wallacetown?

When asked, "What is good about living/working/visiting in Wallacetown", the most common response provided (46%) was that the **area is close to the town centre, shops, and the beach**. Others highlighted that they:

- **Get on well with their neighbours** in Wallacetown (13%)
- **Like the block of flats that they live in** (5%)
- **See primary school within the community as an asset** (4%).

#### What is good about Wallacetown? Additional comments provided by participants

##### Theme: Happy with living there

- I am happy to be here.
- What is not to like. There is nothing to be improved here.
- Wallacetown could become a brilliant area. I hope so – I love it!
- It is a handy location for everything.

##### Theme: Close to town centre, shops, and beach

- I have recently moved here and it is brilliant. It is close to the town and Tesco. Much better than my last house.
- It is central and really handy for town.
- Everything you need is in walking distance.
- It is really convenient for the shops, the bus, and the beach.

##### Theme: Get on well with neighbours and like the block of flats they live in

- I live in a nice area with new flats and I have really nice neighbours.
- There is good people in my close. People help and talk to each other.
- My block of flats has amazing people in them.
- We have a good close. The people make it here and we try and work together.
- Good neighbours – we are really lucky that way.

##### Theme: Primary school as an asset in the community

- A real positive for the community is the school.
- The school community is always positive and willing to get involved.
- The school provides reassurance to the community.
- The school is really good.

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In response to this question, some participants indicated that there was **nothing good about Wallacetown** (18%).

### What is good about Wallacetown? Additional comments provided by participants

#### Theme: Nothing/People not wanting to live in or be in Wallacetown

- Nothing is good...the exit!
- There is nothing good. I really hate living here and want out.
- Nobody wants to stay here by choice. Most people that live here have been put here.
- The negative things have become the norm. I want to move away because of what the area has become like.
- There is such a desperate need and sense of hopelessness in the area.
- Bulldoze the place. Knock it down and start again!

#### Theme: It used to be good

- It used to be a nice area to live in...but not now...
- The area has changed over the time I have been there. The atmosphere has changed and I don't feel safe.
- I have lived [in the area] for over 50 years and have witnessed the area drastically decline over the years. Most recently, it is a mess with litter, rife with drug dealing and anti-social behaviour and feels to be getting worse!

## 2. What are the top priorities for Wallacetown?

Those connected to Wallacetown indicated that the **top ten** priorities for the community were:

- Drug dealing
- Crime and anti-social behaviour
- Safety when out and about
- Litter and fly-tipping
- Dog-fouling
- Safety at home
- Household waste and recycling
- Addictions support
- Increase opportunities for play, recreation, and
- Negative perceptions of the area

**What are the top priorities for Wallacetown? Additional comments provided by participants**

**Priority: Drug dealing**

- Drug dealers make the place miserable. They deal out their windows and you can't go outside without being bothered by them.
- The area is run by drug dealers.

**Priority: Crime and Antisocial Behaviour**

- There is some amount of hassle around here. There is always something going on and there's not a night that goes past without the police or fire showing up.
- My mental health and anxiety are affected due to it all. I have to phone the police several times a week.
- There is always problems between people in area. Shouting, violence, aggression...it has a negative effect on me and my family. There is always unsafe groups of people together. It's very intimidating.
- Antisocial behaviour. There is always something going on. It's constant. It doesn't feel like a safe area for kids. People are open about drug dealing. People waiting at cash points on pay days. People lying in closes. I don't leave the house myself.
- At one point this area was a community and safe to bring up children. Social issues are seen throughout Wallacetown and this is exposure of risk to children living in the area. It should not become the norm for children to see and hear of violence, witness drug misuse and live in flats where the close and outdoor areas are in despair. Residents in the area are impacted and the social issues that can affect their quality of life and overall health and well-being with the issues that have consumed the area.

**Priority: Safety when out and about**

- I feel safe in my flat but once I'm out on the street that is a different story
- The streets are not safe...day or night...
- I live surrounded by drug addicts, alcoholics, wannabe gangsters and many known shoplifters. I have lived in [the area] for 19 years and brought up my children here who all have at one time or another been bullied or attacked. I have never felt safe walking through the area. These things really affect your mental health.
- The security doors are always broken and you feel trapped in your own home as the place is unsafe to walk about. It is like living in a prison. You want where you live to be happy and safe!

**Priority: Litter and fly-tipping**

- People not from here fill the bins and leave their rubbish and household items at the side of our bins. Rubbish lying about gives the place a bad name.

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- Bins are not emptied enough so people leave bags of rubbish beside full bins. The amount of litter causes vermin.
- It is a dump. People don't look after things.
- The area is always a mess with dog mess and litter and is barely suitable for children to walk through, let alone play in...

### **Priority: Safety at home**

- I have an 8 year old boy and multiple times he has expressed his fear of living here and wants to move.
- I have had to put a Ring doorbell in to keep myself feeling safe. So I can see who is at my door and who is coming in and out of the close as I have been cornered and threatened in the close before.
- I have had my door kicked in 22 times. Nothing happens!
- The security doors don't work and it means anyone can get into your close. We have people who come into the close to "shoot up", They don't even live in the block but because the doors aren't secure they score and then come to our close to use.

### **Priority: Negative perceptions of the area**

- It becomes more neglected and forgotten year on year. Out of sight and out of mind - nobody cares!
- Are soon as people hear the name Wallacetown – there is a negative perception there.
- The minute you say where you're from they automatically think you're scum. Professional people think you don't have a clue - they talk down to you and it really annoys me.
- There are negative perceptions of the area. Most of the advertising or the things you hear about the area is negative (i.e. drug users bringing the area down). This is the minority. Most people living here are well-rounded citizens of Ayr. Let's advertise this and the community spirit!
- I feel like there is stigma attached to the area when trying to get a job or go to college.

### **Priority: Addiction support**

- Drug use is the main issue and there is a lack of support to overcome addiction.
- Mental health support is needed before people turn to addiction.
- People who use drugs need access to services, such as addiction services.
- The area is well known for addiction issues and people need support.

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- Almost 8% of people who completed the survey selected “Other” when asked to indicate what the priorities for Wallacetown were. They were then asked to provide further details. Analysis of these responses highlighted that 41% (30 participants) felt that tackling drug use and associated drug paraphernalia was a priority for Wallacetown, whilst 33% (24 participants) indicated that cleanliness and barriers to safety (e.g. broken entry doors) within their block of flats required attention. Others (14%) emphasised not feeling listened to and a need for action to be taken in response to the concerns that they raise.

### **What are the top priorities for Wallacetown? Additional comments provided by participants who answered “Other”**

#### **Theme: Drug use and drug paraphernalia**

- Too much drug use and things from drug users being left around like needles and broken glass.
- The drug use in the area is out of control.
- My 7 year old was playing on the trampoline in the back door and found needles. She also seen someone jaggging into their groin out in the back court.
- I have young children and worry about drug users and what children witness and are exposed to.
- It is going downhill every day. You are always findings needles and you see people out their face all the time.

#### **Theme: Cleanliness and barriers to safety within their block of flights**

- Our close isn't secure and it is falling to bits.
- The front door of our close not secure. There is people coming in at all times of day and night and taking drugs in the close. The lighting keeps getting switched off at the box. It is very dark at night and scary.
- Our close is terrible. It is always dirty and there is always so many people coming and going. The drug dealing outside the bottom flat has gone on for years.
- The closes in all the buildings are smelly, dirty, and not safe especially for young kids.

#### **Theme: Not feeling listened to/a need for action**

- Concerns and issues need to be listened to and action taken. Needs to be a collective commitment from services to do their best for the people in the area so that the residents can feel safe and positive about their community and have aspirations that can be fulfilled
- I have spoken up, but nothing is ever done.
- Residents aren't getting a voice and just being told what is happening in the area. These directly impact on my life and my son's life.

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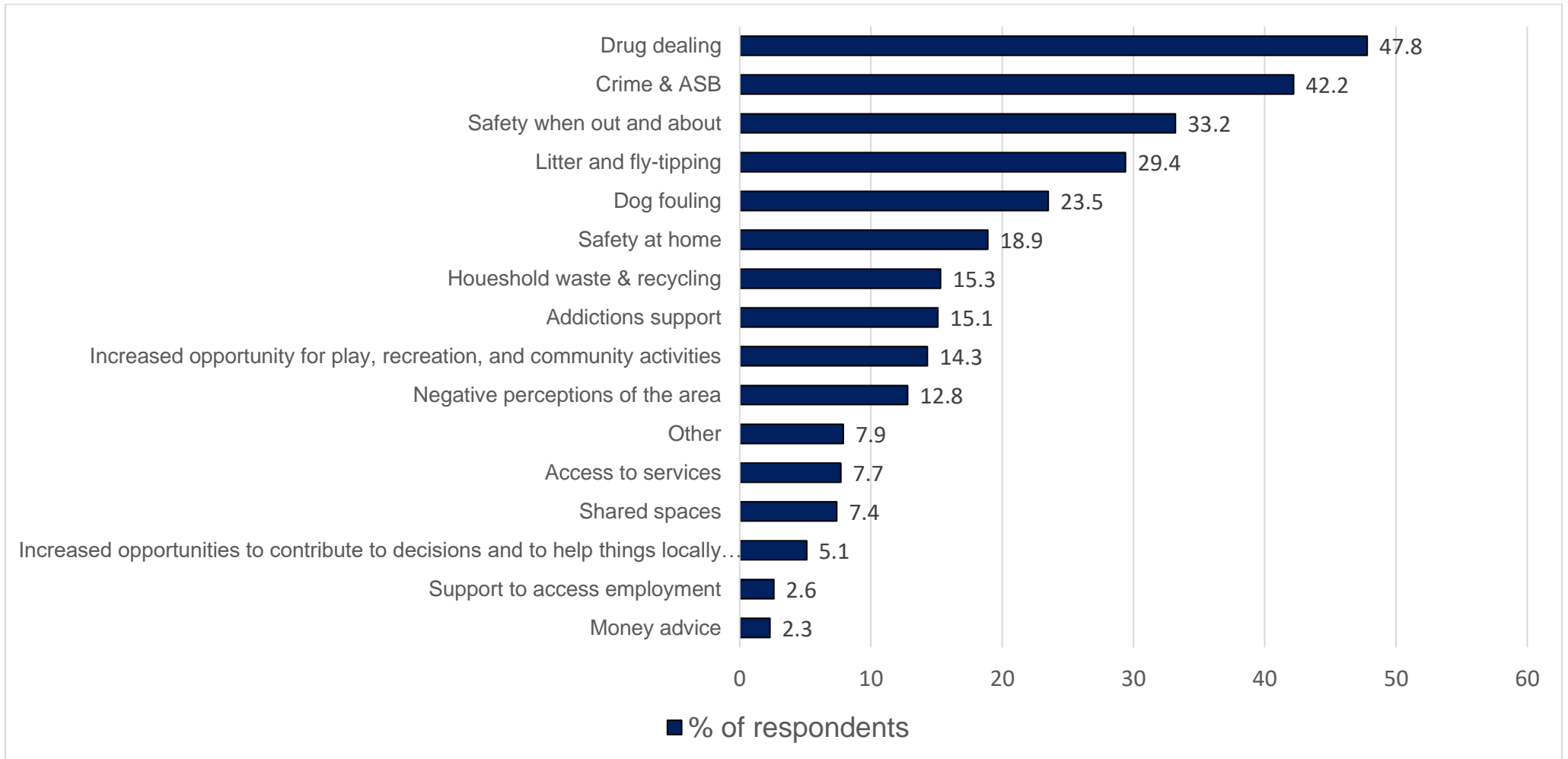
- Issues that are ever raised with the council are never addressed. Other services are never addressed. Other services have an understanding of the area, but they cannot address the social issues that have consumed the area for many years, now decades.
- You are promised support but nothing happens.
- No one is listening to us. We have complained but nothing is ever done to help.
- They don't listen – Wallacetown is an afterthought.
- It is a forgotten postcode regarding services.

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**Percentage (%) of participants who selected each category when asked to identify their top priorities for Wallacetown**



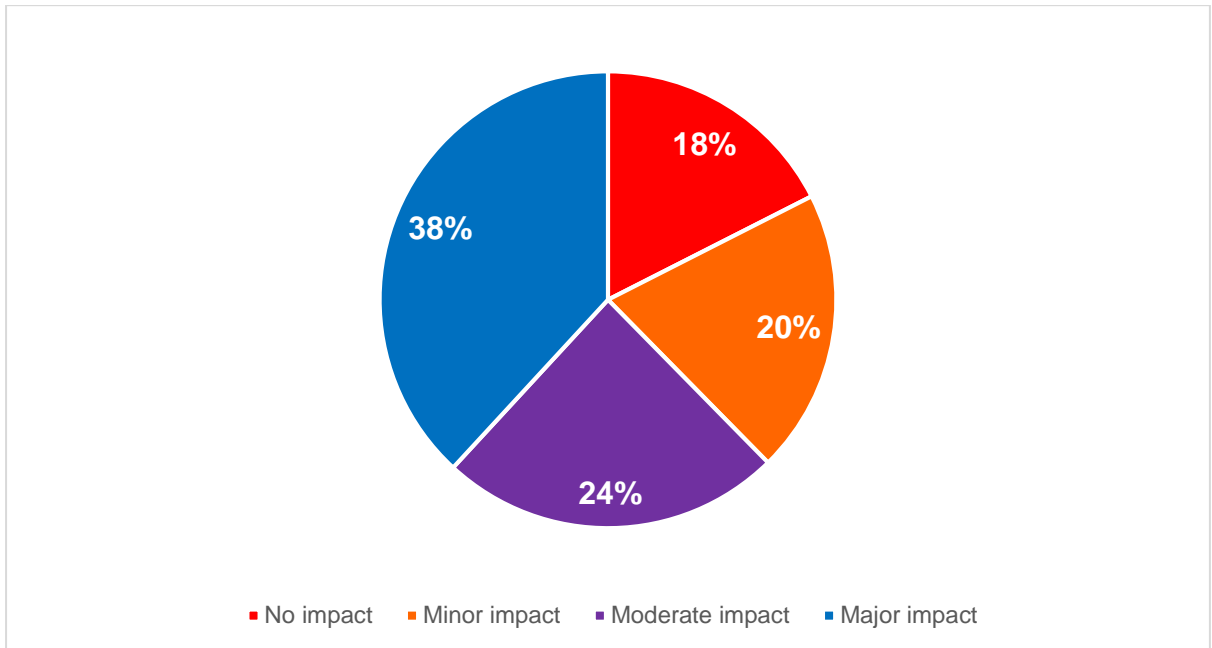
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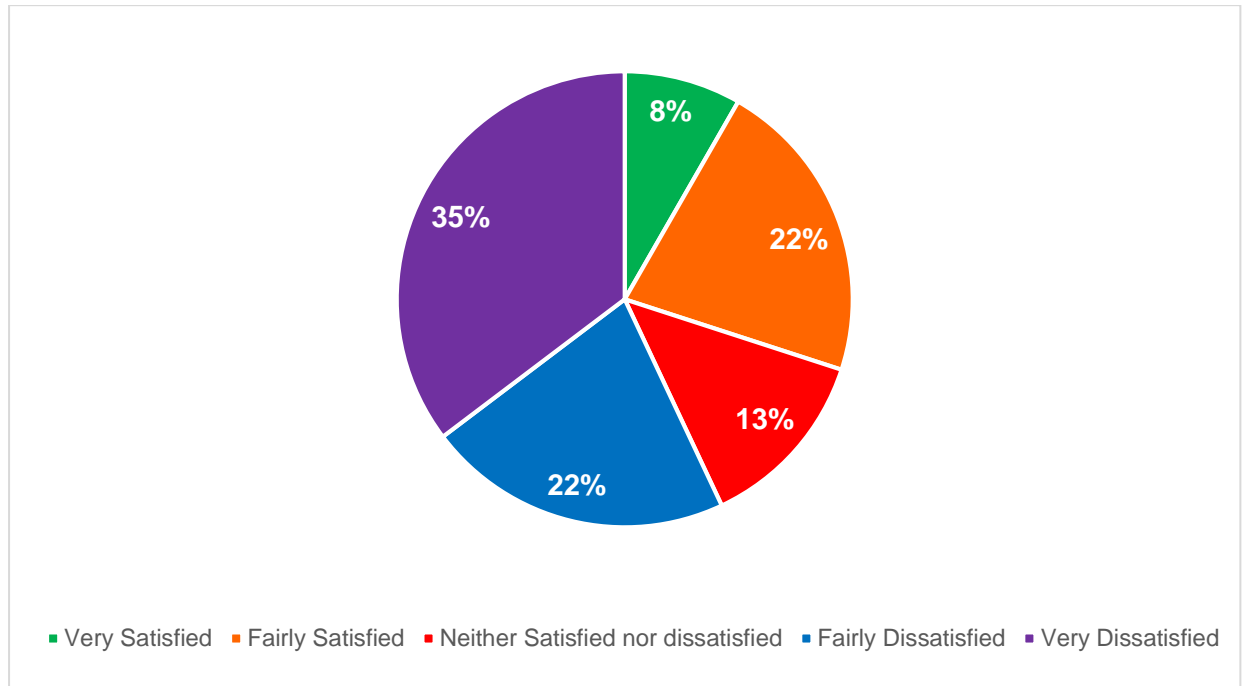
**3. To what extent do the issues within Wallacetown have an impact on people's quality of life**

More than **6 in 10 people** (62%) indicated that the issues and challenges within the Wallacetown community were having **moderate** (24%) **or major** (38%) **impact on their quality of life**. However, **18%** of those who responded to the survey did say that there was **no impact on their quality of life**.



**4. How satisfied with the Wallacetown are those who are connected to the community?**

**Almost 30%** of people responded that they were **satisfied with living, working, or visiting in Wallacetown** (with 8% reporting that they were “Very Satisfied”). However, **more than half (57%) of those connected to the community indicated being dissatisfied with Wallacetown.**



**5. Who do people go to for advice in Wallacetown and what support and services are needed within the community?**

When asked who they would go to for advice in their local community, a **variety of different sources** were highlighted. The **council (27%)** and the **police (22%)** were the **most common responses**. Other sources of advice that were reported less frequently included housing services, local councillors, family, friends, and neighbours. However, it is important to note that **1 in 3 people** who completed the survey were **unsure of where to go to for advice within the local community**. This was one of the main barriers to people seeking advice and support. Other barriers included not feeling listened to and that no action has been taken when they had sought help in the past (**9%**). It is important to note that the survey was conducted during a period of time when Scotland began ease out of lockdown. Several people did acknowledge the **barriers that the COVID-19 restrictions had created** with regards to service provision. One participant noted:

*“COVID has been a big issue. The pandemic has been hard for everyone. Everything has either slowed down or closed”.*

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We also asked people to provide their insights on the support or services that are missing in the community that they would benefit from. The 300 people who answered this question provided a variety of responses. The most common were:

- **The need to a community centre or hub** (23%)
- **A greater police presence** (13%)
- **Support and activities for young people** (9%)
- **Addiction support** (8%)
- **Information on what support is available and how to access it** (5%)

### **What support or services are missing in your community that you would benefit from? Additional comments provided by participants**

#### **Theme: Community centre or hub**

- Need more areas where people can feel connected, and where people can access support services. Need to build on the good work started through the school and grow support to reach those in the community who are not connected.
- We need somewhere for people to talk, gather socially, build friendships and feel safe.
- There are services but they are all dotted about. A community centre would be good. An accessible space where people can go for support with health and wellbeing, housing, community safety issues etc (without others knowing what they are there for/to talk about).
- Centre point for people to do things in community as well as meet and make friends.

#### **Theme: A greater police presence**

- In general more of a police presence would be better and make people feel safer. Usually they just walk past on route to town but officers who actually walk through the community (especially more into the evening and weekends) would be great.
- Improved safety in the area by increasing policing and support around drug dealing/misuse and associated crime/challenges.
- A police base within the heart of the community to show a presence full time.

#### **Theme: Support and activities for young people**

- There is nothing for weans near us.
- More community activities for young people. Not everyone likes football so need different sports. There needs to be support for young people – some of them are running wild.
- Someone for the young people to talk to and get support. They are growing up in a violent and drug riddled area.

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- There is not enough shops or things for the weans to do so that they pick the right path in life. I chose the wrong path at the beginning and don't want my teenager following what I did.

### **Theme: Addiction support**

- The people who are injecting, they are the ones that need help.
- I know there are reasons why people stick a needle in their arm. It's mental health and they need support.
- More help is needed for people with addictions. They are not getting enough support.
- Drug and alcohol placements in Wallacetown and other areas have to stop and a new strategy that addresses the problem is needed. Not the long existing method of treatment through prescriptions of alternative drugs.
- All services should be accessible locally, particularly those to do with health, mental health and addictions.

### **Theme: Information on what support is available and how to access it**

- More information for people about where they can get help (leaflets, posters, etc.)
- I wouldn't really know what services help with or if they are actually going to help.
- It's not what is missing. It is about getting people to know about and use the services that are there for them.
- The services are there already. People just need to know where to go for them. They should be advertised more.
- The services need to be more visible during the day,

## **6. Do people feel connected to others in their community?**

**Over half** (55%) of the people who completed the survey felt connected to others in Wallacetown. Whilst **some of the people** within this group did report feeling **connected to the community as a whole** (14%), the **majority** of those saying they felt connected to others in the community indicated that they felt **connected with their neighbours and those who live in the same block of flats as them** (55%). Others noted that they felt **connected to family and friends** who lived nearby (13%). It is important to bear in mind that those who feel connected to their community may have been more likely to participate in the survey than those who do not.

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### Do people feel connected to others in the community? Additional responses provided by participants who answered “Yes”

#### Theme: Feeling connected to the community as a whole

- I am connected to everyone. I say hello and know who is who.
- Yes. We have been here for 20 years so do feel connected to the community.
- I am well known and connected in the area.
- There is some sense of community but others ruin it.

#### Theme: Feeling connected to neighbours and those who live in the same block as them

- I know all my neighbours. There is a sense of community.
- I have good neighbours and a good support system.
- There is a sense of community among some of the tenants. In this block, everyone looks out for each other and we've got each other's backs.

When looking at the free text responses provided by those who did not feel connected to others in their community, half of the participants did provide further detail as to why this was the case. Reasons included people **wanting to keep themselves to themselves** (36%), **feeling unsafe or scared to get involved with others in the area** (19%), the **transient nature of the area making it difficult to form relationships** (7%) and there being **no community interaction or sense of community spirit** (5%).

### Do people feel connected to others in the community? Additional responses provided by participants who answered “No”

#### Theme: I keep myself to myself

- No, but it is our choice. We like to keep ourselves to ourselves.
- I keep myself to myself as I like a quiet life.
- I don't bother with anyone and no-one bothers with me.

#### Theme: Feeling unsafe or scared to get involved with others in the area

- No, it is too dangerous. I just stay in the house.
- Scared to get involved with others in the area. There is always folk in the close using drugs and kicking the doors in. I don't feel safe.
- The people in this area are not the people I want to be around.
- I keep to myself as I don't want hassle at my door, as the majority of the people I see about are dealers, users, thieves and people fighting.

#### Theme: Transient nature of the area making it difficult to form relationships

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- There is no community feeling as the neighbours are constantly changing. They are put into temporary flats, move on, and someone else is moved in.
- There are a lot of short tenancies so it is just a lot of people coming and going.
- Not really. Although I have lived here for a while, the turnover in tenancies in my block makes it difficult to form relationships.

### **Theme: No community interaction or sense of community spirit**

- There is no community connection. There is no community.
- No. Everyone just feels trapped here.
- No. It is just a place to stay.
- Nothing happens in the community so I don't get out much.
- Why would you want to connect to the community when the place is what it is? There is no community rooms or events to meet people. If you have no kids then there is no opportunity to engage.
- There is no sense of community here so I feel isolated.
- The community interaction is there. We need some activities in the area and a community forum to discuss the issues and solve them.



## **Conclusions**

The survey aimed to capture both the positives and negatives of Wallacetown and to help to set priorities for the future of the community. From the results, the following conclusions can be generated:

- There are good aspects to living in Wallacetown. These include that it is close to town and shops, people like and get on well with their neighbours, and the primary school is considered to be an asset within the community.
- The top priorities identified by those connected to Wallacetown are drug dealing, crime and anti-social behaviour, issues with safety (within both the home and community) and environmental concerns such as littering and fly-tipping.
- People most commonly reported going to the police or the council for advice locally. However, many were unsure of where to find support.
- When asked what services and support were needed within the community a variety of responses was provided. The most common suggestion was a community centre or hub where people can meet others and seek support from a range of services.
- Responses were mixed with regards to whether people felt connected to others in their community. Most people felt connected to their neighbours rather than the community as a whole. Those who did not feel connected to others provided reasons such as wanting to keep themselves to themselves, feeling unsafe or scared, finding it difficult to form relationships due to the transient nature of the area, and a lack of community spirit.
- These findings will be used to guide action in the area and make lasting change in Wallacetown.

## **Further Information:**

For further information on the work being undertaken in Wallacetown contact:

Jason Peter, Inspector/Project Lead of the Scottish Violence Reduction Unit

Jason.Peter@Scotland.pnn.police.uk

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Appendix 1: Wallacetown Community Survey

We want to better understand what it is like to live, visit, or work in Wallacetown and what matters to you.

Please take the time to complete this short survey. Your responses will remain anonymous. Thank you.

Street:

1. Are you..?

- Male                       Female                       Other                       Prefer not to say

2. Please provide your age:

- Under 18     18-24     25-34     35-44     45-54     55-64     65+

3. Are you completing this survey as....? (tick all that apply)

- A resident  
 A visitor  
 A service provider/someone who works in Wallacetown?

4. How satisfied are you with Wallacetown as a place to live/visit/work?

- Very satisfied                       Fairly satisfied     Neither satisfied nor dissatisfied     Fairly dissatisfied                       Very dissatisfied

5. What is good about living/visiting/working in Wallacetown?

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**6. Please identify your top three priorities for Wallacetown:**

- Access to services
- Addictions support (inc. alcohol and drugs) and recovery opportunities
- Crime and Antisocial behaviour
- Dog fouling
- Drug dealing
- Household waste and recycling
- Housing
- Increased opportunities and space for play, recreation and community activities
- Increased opportunities to contribute to decisions and help change things locally (i.e. be listened to)
- Litter and fly-tipping
- Money advice (benefits, budgeting, energy etc.)
- Negative perceptions of the area
- Safety at home
- Safety when out and about
- Shared spaces (common close etc.)
- Support to access employment/gain skills for work.
- Other (please list below)

**7. If you'd like to share any thoughts on the priorities that you have highlighted, please use the space below:**

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**8.** To what extent do these issues impact on your quality of life?

No impact  Minor impact  Moderate impact  Major impact

**9.** Who would you go to for advice in your local community?

**10.** What support or services are missing in your community that you would benefit from?

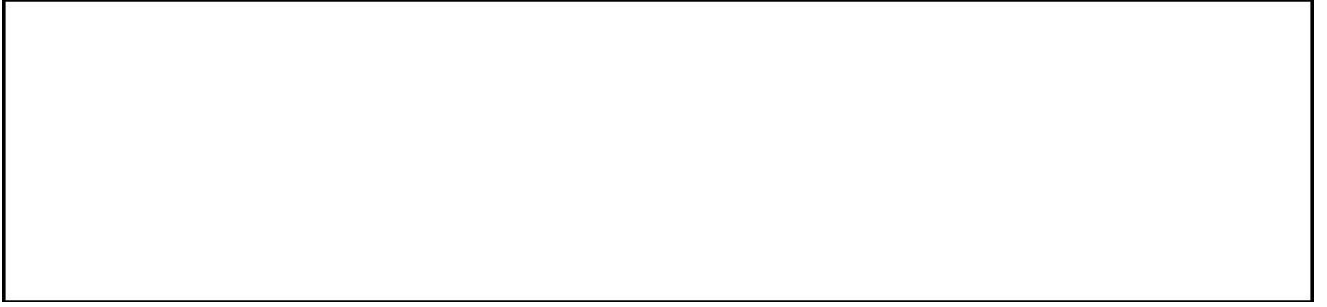
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**11.** Have you experienced any barriers in accessing or engaging with services in your local area? If yes, please provide further information:

**12.** Do you feel connected to others in your community? Why?

If you would like to receive an update on the final results of this survey, please provide us with the best way to get in touch with you (i.e. home address, phone number, or email address) below. This information will not be used for any other purpose and will be stored separately from your survey responses to ensure that you remain anonymous.

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A large, empty rectangular box with a thin black border, intended for a response or signature.

**Thank you for taking the time to tell us about what it is like to live, visit, or work in  
Wallacetown!**

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Appendix 2: Survey locations and profile of people who completed the

- 418 people completed the survey between May and July 2021
- The majority of people who completed the survey were female (55%) and over the age of 18. A breakdown of the number and percentage of participants from each age group can be found in Table 1 below.

Table 1

<b>Age Group</b>	<b>Number of participants</b>	<b>% of participants</b>
<b>Under 18</b>	6	2%
<b>18-24</b>	42	10%
<b>25-35</b>	93	23%
<b>35-44</b>	71	18%
<b>45-54</b>	67	17%
<b>55-64</b>	64	16%
<b>65 and over</b>	60	15%

- Responses were collected from the 22 streets that made up the area of interest (Wallacetown)

<b>Street Name</b>	<b>Number of Participants</b>	<b>% of participants</b>
<b>Allison Street</b>	3	0.8%
<b>Argyle Park</b>	19	5.4%
<b>Cross Gait</b>	5	1.4
<b>Duke Terrace</b>	13	3.7%
<b>Limond's Wynd</b>	5	1.4%
<b>Nelson Place</b>	12	3.4%
<b>Phillip Square</b>	19	5.4%
<b>Princes Court</b>	34	9.6%
<b>Russell Drive</b>	65	18.4
<b>Viewfield Court</b>	11	3.1
<b>Content Street</b>	4	1.1
<b>Church Court</b>	20	5.7
<b>Davidson Place</b>	16	4.5
<b>Elba Street</b>	27	7.6%
<b>George Square</b>	16	4.5%
<b>George Street</b>	10	2.8%
<b>James Street</b>	4	1.1%
<b>Kings Court</b>	19	5.4%
<b>Limond's Court</b>	4	1.1%
<b>MacAdam Square</b>	13	3.7%
<b>MacAdam Place</b>	16	4.5%
<b>Victoria Street</b>	18	5.1

- The majority of responses were collected from residents of Wallacetown (84.6%). Visitors (7.8%) and service providers/those working in Wallacetown (9.1%) made up the rest of the sample.

Appendix 3: Additional comments provided by participants to each question

**1. What is good about living/working/visiting Wallacetown?**

**Theme: Happy with living there**

- I am happy to be here.
- I am happy to be living here.
- I am quite happy living in Wallacetown.
- The area gets a bad name. I have had no hassle.
- What's not to like? There is nothing that could be improved here.
- Wallacetown could become a brilliant area. I hope so. I love it!

**Theme: Close to town centre, shops, and beach**

- I have recently moved to the area and it's brilliant. It's close to the town and Tesco. Much better than my last house.
- Everything you need is within walking distance.
- It is central and really handy for the town.
- Really convenient for the shops, bus, and beach.
- Handy location for everything.
- There are nice walks and parklands nearby.

**Theme: Get on well with neighbours and like the block of flats they live in**

- I live in a nice area with new flats and I have really nice neighbours.
- The flats are great – but the area isn't!
- There is good people in the close. People talk to each other and help each other out.
- I have a good sized flat with good heating.
- My block of flats has amazing people in them.
- I know all my neighbours. There is a sense of community.
- Grateful to have a bed and a roof over my head.
- I like the neighbours – they are great and care for each other.
- The block is a community – I know lots of people in the area.
- Good neighbours – we are really lucky that way!
- We have a good close. The people make it here. We try and work together.
- The flats are very spacious, with plenty of cupboard space and can be very nice if well maintained.
- There is a sense of community amongst some of the tenants.
- This bit is okay to live in. In the block, everyone looks out for each other and we've got each other's backs.
- It's a roof over my head and better than being in a hostel.



**Theme: The primary school as an asset in the community**

- The school is really good.
- There is a good nursery and school.
- A really positive for the community is the school.
- The school community is always positive and willing to get involved.
- The school provides reassurance to the community.

**Theme: Nothing/People not wanting to live in or be in Wallacetown**

- Nothing...the exit!
- Nothing – it's grim.
- Nothing – it is dull, drab, and dirty.
- There is nothing good. I really hate living here. I want out.
- Nobody wants to stay here by choice. Most people that live here have just been put here
- Every single good person no longer wants to live here.
- The negative things have become the norm.
- I want to move away because of what the area has become like.
- There is such a desperate need and sense of hopelessness in the area.
- Bulldoze the place, knock it down, and start again!
- It's been a nightmare to live here for the past six years.
- The place is a shithole – unless you have a needle in your arm, you get noting done.

**Theme: It used to be good**

- Used to be a nice area but all of a sudden it is full of drug users.
- It used to be a nice area to live in – but not now...
- I have lived here for 23 years and only in the last three, it has been a nightmare.
- I have lived in [the area] for over 50 years and have witnessed the area drastically decline over the years. Most recently, it is a mess with litter, rife with drug dealing and anti-social behaviour and feels to be getting worse.
- The area has changed over the time I have been here. The atmosphere changed and I don't feel safe.

## **2. What are the top priorities for Wallacetown?**

### **Priority: Drug dealing**

- Drug dealers make the place miserable. They deal out their windows and you can't go outside without getting bothered by them.
- The area is run by drug dealers.
- When I walk to the shops I am always getting asked if I want any gear.
- I moved into the property in February and in the 4 months I've been there I have witnessed very high numbers of drug dealing from numerous houses.

### **Priority: Crime and antisocial behaviour**

- The things you see are unreal. There is always shouting, fighting, and sirens. People have no respect for the environment.
- There is always problems between people in area. Shouting, violence, aggression. It has a negative effect on me and my family. There is always unsafe groups of people together. It's very intimidating.
- Problems with "The Ned Army" causing trouble with antisocial behaviour
- I live near temporary accommodation and it can be difficult depending on who they place there. The residents can cause a lot of trouble. There are often fights in the street and loads of people hanging about. The police are called regularly.
- There is some amount of hassle around here. There is always something going on and there's not a night goes past without the police or fire showing up.
- My mental health and anxiety are affected due to it all. I have to phone the police several times a week.
- The football cage is a great thing but it is not supervised or policed. Kids play football at one half and at the other half it is being set on fire.
- The council has moved a lot of addicts into the area. This also leads to a lot of noise and as there is no sound proofing in the flats. It is very stressful. They throw rubbish out of windows and roll about the square shouting and bawling as they are out of their heads on drink and drugs.
- I have seen countless fights in the street including the use of dogs. There is always arguments. It is frightening to listen to.
- Antisocial behaviour. There is always something going on. It's constant. It doesn't feel like a safe area for kids. People are open about drug dealing. People waiting at cash points on pay days. People lying in closes. I don't leave the house myself.
- At one point this area was a community and safe to bring up children. Social issues are seen throughout Wallacetown and this is exposure of risk to children living in the area. It should not become the norm for children to see and hear of violence, witness drug misuse and live in flats where the close and outdoor areas are in despair. Residents in the area are impacted and the social issues that can affect their quality of life and overall health and well-being with the issues that have consumed the area.

**Priority: Safety when out and about**

- I feel safe in my flat but once I'm out the street that is a different story.
- I live surrounded by drug addicts, alcoholics, wannabe gangsters and many known shoplifters. I have lived in [the area] for 19 years and brought up my children here who all have at one time or another been bullied or attacked. I have never felt safe walking through the area. These things really affect your mental health.
- The streets are not safe...day or night...
- I don't feel safe when out and about. That is why I just don't leave the house
- The place is like a warzone.
- Everyone living here is in fear of their lives every day and always watching their back.
- The security doors are always broken and you feel trapped in your own home as the place is unsafe to walk about. It is like living in a prison. You want where you live to be happy and safe.
- It's not safe so I just don't walk about at night. So in the winter...you're stuck.
- The kids are frightened to go out at night as they are approached or attacked.
- There is always a fear of being robbed and you are worried if you are stopped by anyone who is asking you something as simple like "have you got a lighter?"
- I would never go out at night. I feel so unsafe. My children hate me living here.
- A lot of people live alone and they keep themselves to themselves because they don't feel safe when going out.
- The only issues I come across is the trouble that comes from the hostel across the road from my house. It can be scary when I am on my own and my husband is at work. When I'm coming home from work, I look round the corner to check everything is okay before I walk down to my house when it is later at night.
- The area is not safe. There are drug dealers, drug users, stabbings occur, doors get kicked in, and there's always fights breaking out in the close.

**Priority: Litter and fly-tipping**

- People not from here fill the bins and leave their rubbish and household items at the side of our bins. Rubbish lying about gives the place a bad name.
- Bins are not emptied enough so people leave bags of rubbish beside full bins. The amount of litter causes vermin.
- It is a dump. People don't look after things.
- The area is always a mess with dog mess and litter and is barely suitable for children to walk through, let alone play in...
- Rubbish is always dumped inside the bottom of the close or outside on the front grass.

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- The bins are not emptied enough so people overfill them. Seagulls tear the bags open and then there is just rubbish everywhere

### Priority: Safety at home

- I have an 8 year old boy and multiple times he has expressed his fear of living here and wants to move.
- I have had to put a Ring doorbell in to keep myself feeling safe. So I can see who is at my door and who is coming in and out of the close as I have been cornered and threatened in the close before.
- I have had my door kicked in 22 times. Nothing happens!
- The security doors don't work and it means anyone can get into your close. We have people who come into the close to "shoot up". They don't even live in the block but because the doors aren't secure they score and then come to our close to use.
- I feel insecure living here.
- Close doors don't lock. Security entry at front and back door doesn't lock. The thought of someone coming in is very worrying.

### Priority: Negative perceptions of the area

- It becomes more neglected and forgotten year on year. Out of sight and out of mind - nobody cares!
- As soon as people hear the name Wallacetown – there is a negative perception there.
- The minute you say where you're from they automatically think you're scum. Professional people think you don't have a clue - they talk down to you and it really annoys me.
- There are negative perceptions of the area. Most of the advertising or the things you hear about the area is negative (i.e. drug users bringing the area down). This is the minority. Most people living here are well-rounded citizens of Ayr. Let's advertise this and the community spirit!
- I feel like there is stigma attached to the area when trying to get a job or go to college.
- You are judged negatively for living in the area.
- The stigma of living in White City is just not nice.
- I have always liked it here and I am fed up with it getting a bad name. Not all parts are bad!
- Tired of the council never having money for this forgotten area. No-one in the council cares about Wallacetown.
- For most people living in the area all of the above [priorities listed] need improved for Wallacetown to lose it's negative perception. It is no secret that if you live here, people perceive to be low income.
- It appears that no matter what is needed in Wallacetown, no one listens. I have never seen a Councillor for this area in the 6 years I have lived here. We are indeed called the "forgotten area". When I first came here the area was called a "No No" It was a haven for drug dealers etc. I was very unhappy as I have never lived in a neighbourhood so run down and had a bad reputation.

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- Services give up. They don't care about people in this area.
- It is a forgotten postcode regarding services. Wallacetown is not classed as a priority area.
- We are branded as criminals so don't get help.
- As soon as you speak to someone you are judged by your postcode. Even down to job opportunities.
- Lack of trust in services due to encouraging and perpetuating the stigma and discrimination.

### **Priority: Addiction support**

- Drug use is the main issue and there is a lack of support to overcome addiction.
- Mental health support is needed before people turn to addiction.
- People who use drugs need access to services, such as addiction services.
- The area is well known for addiction issues and people need support.

### **Additional comments provided by those who indicated "Other" in their list of top priorities**

#### **Theme: Drug use and drug paraphernalia**

- Too much drug use and things from drug users being left around like needles and broken glass.
- The drug use in the area is out of control
- My 7 year old was playing on the trampoline in the back door and found needles. She also seen someone jaggging into their groin out in the back court.
- I have young children and worry about drug users and what children witness and are exposed to.
- It is going downhill every day. You are always findings needles and you see people out their face all the time.
- There is always needles and cans of lager.

#### **Theme: Cleanliness and barriers to safety within their block of flights**

- Our close isn't secure and it is falling to bits.
- The front door of our close not secure. There is people coming in at all times of day and night and taking drugs in the close. The lighting keeps getting switched off at the box. It is very dark at night and scary.
- Our close is terrible. It is always dirty and there is always so many people coming and going. The drug dealing outside the bottom flat has gone on for years.

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- The closes in all the buildings are smelly, dirty, and not safe especially for young kids.
- Both our doors don't lock and there is no lights.
- The security doors in the close don't work and it has meant I have had people in the close that shouldn't be there. I have cleaned up every bodily fluid in my close except amniotic fluid.
- Outside of the security door is used as a toilet. Drug users sometimes use the close to inject themselves. Not nice when families have to walk by them.
- There is constant damage to the close. It is not a nice place to live and bring friends and family to. I am ashamed to bring visitors to my home.
- It is clear that some people don't take care of the closes and the outside spaces.

### **Theme: Not feeling listened to/A need for action**

- Concerns and issues need to be listened to and action taken. Needs to be a collective commitment from services to do their best for the people in the area so that the residents can feel safe and positive about their community and have aspirations that can be fulfilled.
- I have spoken up, but nothing is ever done.
- Residents aren't getting a voice and just being told what is happening in the area. These directly impact on my life and my son's life.
- Issues that are ever raised with the council are never addressed. Other services are never addressed. Other services have an understanding of the area, but they cannot address the social issues that have consumed the area for many years, now decades.
- You are promised support but nothing happens.
- No one is listening to us. We have complained but nothing is ever done to help.
- They don't listen – Wallacetown is an afterthought.
- It is a forgotten postcode regarding services.
- No one cares about people in our area
- Nobody wants to help. If you live you are tarred with the same brush as everyone else.
- No one is listening to us. We have complained but nothing is ever done to help.
- There is no support and no-one listens.
- No-one listens. No-one has experience of what it is like living here.
- We have asked for help but been ignored or not given the help we need.

### **Theme: Noise**

- Close is always loud with people shouting and slamming doors along with surrounding tenants constantly blaring music and screaming at their children at all hours.
- People are always playing music, shouting and swearing and they don't care about anyone else. They just live like animals.

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- It is really noisy at night. When you are sitting in the house you can hear it all. It is quite frightening to listen to.
- There are young people in houses partying all night.

### 3. What support or services are missing in your community that you would benefit from?

#### Theme: Community centre or hub

- Need more areas where people can feel connected, and where people can access support services. Need to build on the good work started through the school and grow support to reach those in the community who are not connected.
- We need somewhere for people to talk, gather socially, build friendships and feel safe.
- There are services but they are all dotted about. A community centre would be good. An accessible space where people can go for support with health and wellbeing, housing, community safety issues etc (without others knowing what they are there for/to talk about)
- Centre point for people to do things in community as well as meet and make friends.
- There is no link to the community when you come out of prison apart from my Probation Officer. I completed courses in prison but they were a waste of time as nothing happens when you get out.
- Central point in the community that is separate from the school as it should be kept separate for people who don't have children and don't feel comfortable coming in to the school.
- It would be good to have some community engagement, adults to talk to, and activities to do.

#### Theme: A greater police presence

- In general more of a police presence would be better and make people feel safer. Usually they just walk past on route to town but officers who actually walk through the community (especially more into the evening and weekends) would be great.
- Improved safety in the area by increasing policing and support around drug dealing/misuse and associated crime/challenges.
- A police base within the heart of the community to show a presence full time.
- There is not enough of a police presence.
- The police need to be more visible and effective.
- Police presence needs to be visible and stop the open drug dealing that goes on and the crime that occurs from known members of the community.
- More police presence. It has definitely increased over the last wee while but there are many drug users in the area and it's very uncomfortable to be

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around when they're shouting to each other or hanging over walls to properties that elderly people stay or chapping doors asking for money etc.

- We need an increase in police presence due to the high levels of drug dealing and antisocial behaviour.
- Needs to be more police on foot not just driving through in cars when called.

### **Theme: Support and activities for young people**

- There is nothing for weans near us.
- More community activities for young people. Not everyone likes football so need different sports. There needs to be support for young people – some of them are running wild.
- Someone for the young people to talk to and get support. They are growing up in a violent and drug riddled area.
- There is not enough shops or things for the weans to do so that they pick the right path in life. I chose the wrong path at the beginning and don't want my teenager following what I did.
- It would be positive to see improved play spaces for the young children and families who live in the Wallace town area. A focus on bringing these families together to build friendships and community.
- My thoughts are for the teenagers to stay away from trouble and to do this we need more areas that are teenage friendly.
- We need decent play parks and community centres. Somewhere for the kids to go and meet other people their own age instead of hanging about the street.
- A play park is needed for the kids. There is nothing here for them to do.
- The biggest thing is that there is nothing for kids to do, and not a lot for teenagers
- I believe a support for young people and adults to gaining employment would be so beneficial for those who may not have the right skills or motivation to go to work.

### **Theme: Addiction support**

- The people who are injecting, they are the ones that need help.
- I know there are reasons why people stick a needle in their arm. It's mental health and they need support.
- More help is needed for people with addictions. They are not getting enough support.
- Drug and alcohol placements in Wallacetown and other areas have to stop and a new strategy that addresses the problem is needed. Not the long existing method of treatment through prescriptions of alternative drugs.
- All services should be accessible locally, particularly those to do with health, mental health and addictions.
- Places for all the addicts to get help and rehab.
- Wallacetown needs a community hub and a rehab bang right in the centre.

### **Theme: Information on what support is available and how to access it**



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- More information for people about where they can get help (leaflets, posters, etc.)
- I wouldn't really know what services help with or if they are actually going to help
- It's not what is missing. It is about getting people to know about and use the services that are there for them.
- The services are there already. People just need to know where to go for them. They should be advertised more.
- The services need to be more visible during the day.
- A help number where you get put through to the right person for support
- There are services in place but not everyone knows about them.

### Other:

- There is no support for anyone or anything.
- All of the services are missing. Lived here for 10 years and you are the first person that has ever asked me these questions or been to my front door.
- Follow up from reporting local issues. No easy reporting processes. A reporting hub is so needed.
- Any support or services would help.
- There is too many to put down here. There is no support this side of Wallacetown. Everything is focused elsewhere.
- All support services are overrun and underfunded. They cannot cope.
- Support on rights as an individual for housing and work and in general
- Support on mental health and wellbeing for the individuals who live here and not just a community group proper mental health support for deprived individuals.
- Regeneration projects that upgrade the area and environment. Safe streets. Input of community workers to engage and listen and work in partnership with residents

#### 4. Do you feel connected to others in the community?

##### **Additional responses provided by participants who answered "Yes"**

##### **Theme: Feeling connected to the community as a whole**

- I am connected to everyone. I say hello and know who is who.
- Yes. We have been here for 20 years so do feel connected to the community.
- I am well known and connected in the area.
- There is some sense of community but others ruin it.
- Yes there are plenty of platforms to communicate with each other

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### **Theme: Feeling connected to neighbours and those who live in the same block as them**

- I know all my neighbours. There is a sense of community.
- We have very nice neighbours that we interact with very often.
- I feel really connected to my neighbour.
- I have good neighbours and a good support system.
- There is a sense of community among some of the tenants. In this block, everyone looks out for each other and we've got each other's backs.
- Yes mainly just in my block. Other blocks are short tenancies. Lots of people coming and going.
- Yes my girlfriend lives in the flat downstairs and I can speak to some of my neighbours in the close.
- Yes – I am friends with all five flats in the block and a friendly hello to others living nearby.
- Yes. I have a really good block and we all look out for each other.
- In the close yes, but not the wider community
- There is a community in our block.
- Yes, the neighbours in the block. It makes it easier if you get along.
- The people in my building are very friendly.
- My neighbours look out for me and my friends.
- To my neighbours, but not the whole area.

### **Additional responses provided by participants who answered "No"**

#### **Theme: I keep myself to myself**

- No, but it is our choice. We like to keep ourselves to ourselves.
- I keep myself to myself as I like a quiet life.
- I don't bother with anyone and no-one bothers with me.
- No. I choose to isolate myself.
- No-one bothers with anyone here.

#### **Theme: Feeling unsafe or scared to get involved with others in the area**

- No, it is too dangerous. I just stay in the house.
- Scared to get involved with others in the area. There is always folk in the close using drugs and kicking the doors in. I don't feel safe.
- The people in this area are not the people I want to be around
- I keep to myself as I don't want hassle at my door, as the majority of the people I see about are dealers, users, thieves and people fighting.
- It's our choice. 99% are users or dealers.
- Only the folk in my close don't want to deal with anyone in the other ones as too much trouble.
- Everyone is just out for themselves and I don't feel safe.

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- People are always shouting and hurting each other so I don't like to get involved.
- No always feel unsafe as you don't know what or who is round the corner, personal security is zero.
- No. There is bad people living in the area.
- The type of people that live here – I'd rather keep myself to myself!
- I am scared now living in Wallacetown and my teenager is scared to leave the house

### **Theme: Transient nature of the area making it difficult to form relationships**

- There is no community feeling as the neighbours are constantly changing. They are put into temporary flats, move on, and someone else is moved in.
- There are a lot of short tenancies so it is just a lot of people coming and going.
- Not really. Although I have lived here for a while, the turnover in tenancies in my block makes it difficult to form relationships.
- Neighbours change all the time and there is nowhere to meet people.

### **Theme: No community interaction or sense of community spirit**

- There is no community connection. There is no community.
- No. Everyone just feels trapped here.
- No. It is just a place to stay.
- Nothing happens in the community so I don't get out much.
- Why would you want to connect to the community when the place is what it is? There is no community rooms or events to meet people. If you have no kids then there is no opportunity to engage.
- There is no sense of community here so I feel isolated
- The community interaction is there. We need some activities in the area and a community forum to discuss the issues and solve them.
- There is no connection and I feel intimidated living here.
- Used to be a community house in the area, not any more. Galas were held every year. There were playgroups, toddler groups etc. There is nothing now.
- I am just new here but there is no sense of community.
- I have tried to be my nice to my neighbours, but there is no point. They are not interested.